

Prevea Health Plan

P.O. Box 11625
Green Bay, WI 54307-1625
Phone 1-888-711-1444 or 920-490-6900
FAX 1-920-490-6944

P R E V E A
HEALTH PLAN



Type of Plan Health Maintenance Organization
Total Number of Members..... 31,000
Years of Operating Experience Since January 1, 1997
Total Number of Primary Care Physicians (PCPs)..... 320
Percentage of PCPs Accepting New Patients 91%
Percentage of Board Certified Specialty Care Physicians..... 90%
Number of Urgent Care Facilities 9
Number of Dentists..... No Routine Dental Coverage


ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	A formal referral from your Primary Care Physician is required for all services outside the care of your Primary Care Physician. Participating Primary Care Physicians will refer to those specialists in the plan. No approval from the Medical Director is needed for referrals made to participating specialists. Referrals to non-participating specialists require approval from the Medical Director prior to seeking services.
Medicare Claims Procedure	Prevea Health Plan's Medicare claim payment system requires that we receive the Medicare Explanation of Medicare Benefits (EOMB) in order to coordinate benefits for those who have Medicare as their primary coverage.
On-Line Services	<ul style="list-style-type: none"> • Order ID Cards. • Review and print privacy practices notice. • Review and print consent form. • View newsletters. • View benefits. • View providers.
Outpatient Mental Health Network/Policy	Prevea Health Plan utilizes its own providers for all mental and Nervous/AODA services. Information regarding access is described in the provider directory provided upon request.
24-Hour Nurse Line	1-888-277-3832.
PCP Restrictions	Enrollees must first access care from a primary care physician. Primary care departments include: General Practice, Family Practice, OB/GYN, Internal Medicine, and Pediatrics.
Dental Benefits Provided	No routine dental coverage offered.

ADDITIONAL INFORMATION

Quality Improvement Initiatives

- Increase the percentage of members that have selected their own Primary Care Physician (PCP).
- Improve scope and depth of disease management activities.
- Analyze customer service satisfaction questionnaire and telephone call statistics to identify quality improvement opportunities.

Counties in Service Area	Hospitals in County	Major Providers in County ~
Brown	 St. Vincent St. Mary's	Prevea Health Systems*
Door	Door County Memorial Hospital	Northshore Medical Clinic
Kewaunee		Prevea Health Systems*
Manitowoc	Holy Family Memorial Medical Center	Manitowoc Family Practice Park Medical Center Woodland Clinic
Oconto	Community Memorial Hospital	Prevea Health Systems*

* Prevea Health Clinic sites are within a 35 mile radius of Green Bay.

~ This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.